



Special Transportation Services Directory

for the Pioneer Valley Region

GOVERNMENT DOCUMENTS
COLLECTION

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"Piecing Together a Better System Through Cooperation"

This Directory has been prepared by the Pioneer Valley Transit Authority (PVTAL)
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SPECIAL TRANSPORTATION SERVICES DIRECTORY

GUIDE TO USING PVTA SPECIAL SERVICES:

PVTA's Special Transportation Program provides door-to-door demand-responsive accessible van service to eligible disabled and/or elderly individuals throughout the 23 member communities located in Hampden and Hampshire Counties.

How To Access The Program:

Any person over age 60 or having a transportation disability is eligible for the transportation program. Simply obtain a PVTA photo identification pass card at one of the following locations:

Springfield Golden Age Club, Inc.
45 East Court Street
Springfield, MA 01103
737-1171
Monday-Friday: 11:00 a.m -3:00 p.m.

Valley Opportunity Council
35 Center Street
Chicopee, MA 01013
592-9131
Monday-Friday: 9:00 a.m. - 4:00 p.m.
The LAST three weeks of every month.

Holyoke Council on Aging
310 Appleton Street
Holyoke, MA 01040
534-2208
Monday-Friday: 10:00 a.m. - 12:15 p.m. & 12:45 p.m. - 3:00 p.m.
The FIRST week of every month.

Specific eligibility requirements will be explained when applying. The PVTA I.D. card must be shown to the driver when boarding a transit bus or paratransit van for the reduced fare. The pass is valid for five (5) years and costs \$1.00.

How To Schedule Trips:

Call the appropriate agency providing service in your area at least 24 hours in advance of the time you need to make your trip. (Some agencies will schedule trips further in advance). Use the Directory to determine which agency can best provide your trip by checking the service areas and hours of operation.

PVTA SPECIAL SERVICES

PVTA services are listed first and are organized by member community alphabetically. Users of this Directory should first check for the service listed under their place of residence. Fares are provided in this listing and reflect the cost for a one-way trip unless otherwise specified.

PVTA SUBSCRIPTION SERVICE

The PVTA Under-60 Program is a special service designed to provide work trip transportation to the Region's disabled population. This is a subscription-type service with work and school trip priorities. The major requirement for accessing this program is whether your community of residence participates. Check the Directory listing for service areas under this program. Contact PVTA for more information.

GUIDE TO USING AGENCY SERVICES:

The Agency Services listing is of operators and types of service that are available in the same communities but do not contract with the PVTA to provide those services. The agencies listed responded to surveys requesting the information given here. Priorities are listed under this section to inform users of client or trip priorities. Eligibility requirements vary with agency. Contact these providers directly to schedule trips.

PVTA SPECIAL SERVICES

TOWN

TRANSPORTATION SERVICE

AGAWAM

COUNCIL ON AGING
57 WRIGHT STREET
AGAWAM
786-0400

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
AGAWAM, HOLYOKE, SPRINGFIELD, WEST SPRINGFIELD
M 8:30AM-4:30PM, T-F 8:30AM-6:00PM, SA 10:00AM-2:00PM
15¢ IN-TOWN, 35¢ OUT-OF-TOWN

AMHERST

COUNCIL ON AGING
70 BOLTWOOD WALK
AMHERST
253-9351

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

4 LIFT VANS
AMHERST, HADLEY, NORTHAMPTON
M, T, W, F 7:00AM-6:00PM, TH 8:30AM-10:00PM, SA 8:45AM-3:15PM
DONATIONS
SAME DAY SERVICE FOR EMERGENCY

BELCHERTOWN

COUNCIL ON AGING
18 PARK STREET
BELCHERTOWN
323-7655

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN, 1 STATION WAGON, 2 SEDANS
SURROUNDING TOWNS WITHIN A 30-MILE RADIUS OF BELCHERTOWN
M-F 7:30AM-4:00PM (EXTENDED HOURS WHEN NEEDED)
30¢ IN-TOWN, \$1.50-4.50 OUT-OF-TOWN, 50¢/EACH FOR GROUP TRIPS
SAME DAY SERVICE--VOLUNTEERS "ON-CALL" FOR EMERGENCIES

CHICOPEE

COUNCIL ON AGING
7 VALLEY VIEW COURT
CHICOPEE
534-3698

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
CHICOPEE, HOLYOKE, GREATER-SPRINGFIELD AREA
M-F 8:00AM-4:00PM, SA, SU BY APPOINTMENT
25¢ IN-TOWN, 50¢ OUT-OF-TOWN
MINIMUM - 4 PASSENGERS PREFERRED
CHICOPEE SENIOR CITIZENS ONLY

HOLYOKE STREET
RAILWAY COMPANY
63 NORTH CANAL ST
HOLYOKE
539-9801

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

4 BUSES
CHICOPEE SHOPPING CENTERS
ALTERNATING TUESDAYS & THURSDAYS, 1:00PM-5:00PM
NONE
SHOPPER SHUTTLE SERVICE FOR SENIOR CITIZENS

VALLEY OPPORTUNITY
COUNCIL (VOC)
35 CENTER STREET
CHICOPEE
592-9131

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

2 LIFT VANS
CHICOPEE, HOLYOKE, SPRINGFIELD, WEST SPRINGFIELD
M, W 8:00AM-7:00PM, T, TH, F 8:00AM-6:00PM, SA, SU 9:00AM-3:00PM
50¢ IN-TOWN, \$1.00 OUT-OF-TOWN

EAST LONGMEADOW

COUNCIL ON AGING
328 NORTH MAIN ST.
EAST LONGMEADOW
525-5436

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
EAST LONGMEADOW, SPRINGFIELD
M, W 9:00AM-3:00PM, T, TH, F 9:00AM-5:00PM
15¢ IN-TOWN, 25¢ OUT-OF-TOWN

EASTHAMPTON

COUNCIL ON AGING
12 CLARK STREET
EASTHAMPTON
527-6151

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
EASTHAMPTON, HADLEY, NORTHAMPTON
M-F 9:00AM-4:00PM (SPECIAL TRIPS ON SA & SU)
NONE
SAME DAY SERVICE FOR EMERGENCY

GRANBY

COUNCIL ON AGING
ALDRICH HALL
GRANBY
467-3239, 467-3759

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN, 1 STATION WAGON
AMHERST, B'TOWN, CHIC, GRANBY, HADLEY, HOLY, N'TON, SPFLD, S. HADLEY
M 9AM-3PM, T, W 8AM-4PM, TH 9AM-4PM, F 9AM-5PM, SA 10AM-6PM, SU 10AM-12PM
10¢, RECREATION TRIPS 50¢/EACH
MINIMUM 5 PASSENGERS PREFERRED

HADLEY

COUNCIL ON AGING
TOWN HALL
HADLEY
586-4023

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

2 VANS, 1 WITH LIFT
AMHERST, HADLEY, NORTHAMPTON
M-F 9:00AM-4:00PM, SA 9:30AM-12:30PM
NONE

HAMPDEN

COUNCIL ON AGING
TOWN HOUSE
HAMPDEN
566-3023

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
EAST LONGMEADOW, HAMPDEN, LONGMEADOW, SPRINGFIELD, WILBRAHAM
M 9:30AM-4:30PM, T, F 9:30AM-4:00PM, W 11:30AM-3:30PM
15¢ IN-TOWN, 25¢ OUT-OF-TOWN, SPECIAL TRIPS - 50¢/EACH
SAME DAY SERVICE FOR EMERGENCIES

HOLYOKE

COUNCIL ON AGING
310 APPLETON STREET
HOLYOKE
534-2209

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

2 LIFT VANS
CHICOPEE, HOLYOKE, SPRINGFIELD, WEST SPRINGFIELD
M, W, F 8:30AM-4:30PM, T, TH 8:30AM-8:00PM, SA 9:00AM-3:00PM
NONE

LEVERETT

AMHERST C.O.A.
70 BOLTWOOD WALK
AMHERST
253-9351

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
AMHERST, HADLEY, LEVERETT, PELHAM, SHUTESBURY, GREENFIELD
T, W, TH 9:00AM-4:00PM
NONE
MINIMUM 4 PASSENGERS PREFERRED

LONGMEADOW

LONGMEADOW
TRANSPORTATION CO.
148 HOMESTEAD BLVD
LONGMEADOW
567-3253

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
AGAWAM, EAST LONGMEADOW, LONGMEADOW, SPRINGFIELD, WEST SPFLD.
M, T, W, F 8:30AM-4:30PM, TH 8:30AM-5:30PM
50¢
MINIMUM 3 PASSENGERS PREFERRED, EXCEPT IN EMERGENCY

LUDLOW

COUNCIL ON AGING
37 CHESTNUT ST
LUDLOW
583-8581, 583-3564

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

2 LIFT VANS, 1 STATION WAGON
CHICOPEE, LUDLOW, SPRINGFIELD, WILBRAHAM, 20-MILE RADIUS OF LUDLOW
M-F 8:00AM-4:00PM
DONATIONS
SAME DAY SERVICE FOR EMERGENCY
CAR OWNERSHIP RESTRICTION

NORTHAMPTON

COUNCIL ON AGING
240 MAIN STREET
NORTHAMPTON
586-6950

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

2 LIFT VANS
AMHERST, EASTHAMPTON, HADLEY, NORTHAMPTON, WILLIAMSBURG
M, T, W, F 7:30AM-6:00PM, TH 7:30AM-8:30PM, SA 9:30AM-2:30PM
25¢

PELHAM

AMHERST C.O.A.
70 BOLTWOOD WALK
AMHERST
253-9351

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
AMHERST, HADLEY, LEVERETT, PELHAM, SHUTESBURY, GREENFIELD
T, W, TH 9:00AM-4:00PM
NONE
MINIMUM 4 PASSENGERS PREFERRED

SOUTH HADLEY

COUNCIL ON AGING
45 DAYTON STREET
SOUTH HADLEY
538-5042

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

3 VANS, 1 WITH LIFT
CHICOPEE, HADLEY, HOLYOKE, SOUTH HADLEY, SPRINGFIELD
OFFICE--M-F 8:00AM-4:00PM, TRIPS MADE BY APPOINTMENT
MINIMUM 5 PASSENGERS PREFERRED, EXCEPT MEDICAL, NUTRITION
WEEKEND CHURCH SERVICES AVAILABLE

SPRINGFIELD

MASS. CAREER
DEVELOPMENT INST
140 WILBRAHAM AVE
SPRINGFIELD
781-5640

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
CLIENTS IN GREATER-SPRINGFIELD AREA & HOLYOKE
8:00AM-3:05PM
N/A
MCDI CLIENTS ONLY

NCBA MASS.
SERVICES
69 SANDERSON ST.
SPRINGFIELD
736-5468

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

6 LIFT VANS
SPRINGFIELD, WEST SPRINGFIELD
M-F 6:30AM-7:30PM
40¢
CAR OWNERSHIP RESTRICTION

SPRINGFIELD GOLDEN
AGE CLUB, INC
45 EAST COURT ST
SPRINGFIELD
737-1171

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

5 LIFT VANS
SPRINGFIELD, WEST SPRINGFIELD, LUDLOW
M-TH 7 AM-6 PM, F 7 AM-12 AM, SA 8 AM-11 PM, SU 8 AM-4 PM
25¢
MINIMUM 4 PASSENGERS TO ONE DESTINATION PREFERRED.

UMASS, AMHERST

DISABLED TRANSP.
SERVICE
UMASS TRANSIT
AMHERST
545-0056

VEHICLES
SERVICE AREA
SERVICE HOURS
OTHER HOURS
FARES
OTHER

4 LIFT VANS
UMASS CAMPUS AND SURROUNDING AREAS
SCHOOL YEAR--M-TH 7AM-11PM, F 7AM-1AM, SA 12PM-1AM
M-TH 7AM-10PM, F 7AM-11:30PM, SA 10AM-9PM
NONE
ANY PERSON AFFILIATED WITH THE UNIVERSITY IS ELIGIBLE
TRIPS TO NORTHAMPTON ON FRIDAY EVENINGS & SATURDAYS
ADVANCE NOTICE PREFERRED

WARE

COUNCIL ON AGING
13 CHURCH STREET
WARE
967-5408

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
WARE
M-F 8:00AM-4:30PM
25¢

WEST SPRINGFIELD

COUNCIL ON AGING
128 PARK STREET
WEST SPRINGFIELD
781-7550

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN
AGAWAM, HOLYOKE, SPRINGFIELD, WEST SPRINGFIELD, WESTFIELD
M-F 8:00AM-4:30PM
15¢ IN-TOWN, 25¢ OUT-OF-TOWN

WESTFIELD

COUNCIL ON AGING
40 MAIN STREET
WESTFIELD
562-6435

VEHICLES
SERVICE AREA
SERVICE HOURS
FARES
OTHER

2 LIFT VANS
WEST SPRINGFIELD, WESTFIELD, SPRINGFIELD
M-F 8:15AM-4:45PM
25¢ IN-TOWN, \$1.00/PERSON/TRIP OUT-OF-TOWN
MINIMUM 3 PASSENGERS FOR OUT-OF-TOWN TRIPS

WILBRAHAM

COUNCIL ON AGING
MAIN STREET
WILBRAHAM
596-8232

VEHICLES

SERVICE AREA
SERVICE HOURS
FARES
OTHER

1 LIFT VAN

LUDLOW, SPRINGFIELD, WILBRAHAM
M-F 9:00AM-4:00PM
15¢ IN-TOWN, 25¢ OUT-OF-TOWN

PVTA SUBSCRIPTION SERVICE

HAMPSHIRE COUNTY

AMHERST C.O.A.
70 BOLTWOOD WALK
AMHERST
253-9531

VEHICLES

SERVICE AREA
SERVICE HOURS
FARES
OTHER

4 LIFT VANS

AMHERST, BELCHERTOWN, HADLEY, HOLYOKE, NORTHAMPTON, SPRINGFIELD
M-F 7:00AM-11:00AM-12:00PM-6:00PM
20¢ IN-TOWN, 20¢/# OF TOWN LINES CROSSED OUT-OF-TOWN
SEE GUIDE TO USING SERVICES FOR ELIGIBILITY REQUIREMENTS

HAMPDEN COUNTY

SPFLD GOLDEN
AGE CLUB, INC.
45 EAST COURT ST
SPRINGFIELD
737-1171

VEHICLES

SERVICE AREA
SERVICE HOURS
FARES
OTHER

5 LIFT VANS

AGAWAM, CHIC, E. LONG, HAMPDEN, HOLY, LUDLOW, SPRINGFIELD, W. SPFLD.
M-F 7:00AM-11:00AM-2:00PM-6:00PM, F, SA 6:00PM-12:00AM
40¢
SEE GUIDE TO USING SERVICES FOR ELIGIBILITY REQUIREMENTS

AGENCY SERVICES

TOWN

CLIENTS

VEHICLES

HOURS

AREA

PRIORITIES

AMHERST

STARVOS CENTER
FOR INDEPENDENT
LIVING, INC
691 SOUTH EAST ST
AMHERST
256-0473

VISUALLY/
MOBILITY
IMPAIRED

2 LIFT
EQUIPPED
VEHICLES

WEEKENDS:
F 6PM-11PM
SA 9AM-11PM
SU 9AM-8PM

PIONEER VALLEY
REGION

AGENCY TRIPS:
SOCIAL AND
RECREATION

BONDSVILLE

VANPOOL TRANSP.
COMPANY
P.O. BOX 390
BONDSVILLE
283-4646

ELDERLY,
DISABLED

N/A

M - F
6:30AM-5:30PM

PIONEER VALLEY
REGION

AGENCY CLIENTS
ONLY

CHICOPEE

FRIENDS OF THE
RETARDED, INC.
75 LITWIN LANE
CHICOPEE
592-6142

MENTALLY
RETARDED

6 VANS

M - F
7AM-5PM

BELCHERTOWN, CHICOPEE,
GRANBY, HOLYOKE
LUDLOW, PELHAM,
SOUTH HADLEY,
SPRINGFIELD, WARE

AGENCY CLIENTS
ONLY

VALLEY OPPORTUNITY
COUNCIL (VOC)
36 CENTER STREET
CHICOPEE
592-6121
HOLYOKE--538-7291

LOW INCOME,
FAMILIES,
HOUSEHOLDS

9 VEHICLES

M - F
8AM-5PM

HAMPDEN COUNTY

AGENCY PROGRAMS

<u>TOWN</u>	<u>CLIENTS</u>	<u>VEHICLES</u>	<u>HOURS</u>	<u>AREA</u>	<u>PRIORITIES</u>
<u>EAST LONGMEADOW</u>					
MEDIplex OF EAST LONGMEADOW 135 BENTON DRIVE EAST LONGMEADOW 525-3336	ELDERLY, DISABLED	1 LIFT EQUIPPED VAN	M - F 8AM-4PM	EAST LONGMEADOW, HAMPDEN, LONGMEADOW, SPRINGFIELD	AGENCY CLIENTS ONLY
<u>HOLYOKE</u>					
GERIATRIC AUTHORITY OF HOLYOKE 45 LOWER WESTFIELD RD HOLYOKE 536-8110	ELDERLY, DISABLED	5 LIFT EQUIPPED VEHICLES	M - F 7:30AM-3:30PM	CHICOPEE, GRANBY, HOLYOKE, SOUTH HADLEY, WEST SPRINGFIELD	AGENCY CLIENTS ONLY
SISTERS OF ST. JOSEPH MONT MARIE INFIRMARY HOLYOKE 536-0853	ELDERLY, DISABLED SISTERS	1 LIFT EQUIPPED VAN	M - SU 9AM-3PM	CHICOPEE, HAMPDEN, HOLYOKE, NORTHAMPTON, S. HADLEY, SPFLD, WEST SPFLD, WESTFIELD	MEDICAL, RECREATION, SHOPPING
<u>LONGMEADOW</u>					
LONGMEADOW TRANSPORTATION, INC 148 HOMESTEAD BLVD LONGMEADOW 567-3253	ELDERLY, DISABLED, GENERAL PUBLIC	3 STATION WAGONS	M - F 7AM-6PM ADDITIONAL HOURS AS NEEDED	GREATER SPRINGFIELD AREA	N/A
<u>NORTHAMPTON</u>					
DIAMOND & TONY'S CAB COMPANY 1 BREWSTER COURT NORTHAMPTON 586-2099 EASTHAMPTON-527-0055	GENERAL PUBLIC, ELDERLY	9 VEHICLES	M - SU 5AM-1AM	AMHERST, EASTHAMPTON, NORTHAMPTON	MEDICAL, SCHOOL
<u>SPRINGFIELD</u>					
CHARTER AMBULANCE SERVICE P.O. BOX 90086 SPRINGFIELD 782-2331, 782-9993 HOLYOKE-533-3362	ELDERLY, DISABLED, GENERAL PUBLIC	7 LIFT EQUIPPED VANS	M - F 6AM-11PM SATURDAY 6AM-6PM	PIONEER VALLEY REGION, EXCLUDING: HADLEY, <u>PELHAM</u> , WARE, WILLIAMSBURG	N/A
COMMUNITY CARE MENTAL HEALTH CENTER 273 STATE STREET SPRINGFIELD 736-3668	ELDERLY, MENTALLY IMPAIRED	1 LIFT EQUIPPED VAN	M - F 8:30AM-5PM	CHICOPEE, EAST LONGMEADOW, HAMPDEN, LONGMEADOW, LUDLOW, SPRINGFIELD, WILBRAHAM	AGENCY PROGRAMS, MEDICAL, RECREATION
EASTERN AMBULANCE SERVICE 1186 STATE STREET SPRINGFIELD 739-7373	GENERAL PUBLIC, ELDERLY DISABLED	7 LIFT EQUIPPED VANS	M - SAT 6AM-7PM	PIONEER VALLEY REGION, EXCLUDING: AMHERST, EASTHAMPTON, NORTHAMPTON, PELHAM, WARE, WILLIAMSBURG	MEDICAL, VISITS

TOWN <u>SPRINGFIELD</u>	<u>CLIENTS</u>	<u>VEHICLES</u>	<u>HOURS</u>	<u>AREA</u>	<u>PRIORITIES</u>
GANDARA MENTAL HEALTH CENTER 2155 MAIN STREET SPRINGFIELD 736-0395	MENTALLY IMPAIRED	3 VANS, 1 LIFT EQUIPPED	M - SU AS NEEDED	SPRINGFIELD	AGENCY PROGRAMS
JEWISH COMMUNITY CENTER 1160 DICKINSON ST SPRINGFIELD 739-4715	ELDERLY	1 LIFT EQUIPPED VAN	M - F 8:30AM-4:30PM	SPRINGFIELD	MEALS, AGENCY PROGRAMS, SHOPPING, MEDICAL
SPRINGFIELD ACTION COMMISSION 17 WILBRAHAM ROAD SPRINGFIELD 788-7396	HEAD START CHILDREN	5 BUSES & 1 VAN	M - F 8AM-5PM	SPRINGFIELD	AGENCY PROGRAMS
UNITED CEREBRAL PALSY, INC 551 EAST COLUMBUS AVE SPRINGFIELD 788-9695	ELDERLY, DISABLED, GENERAL PUBLIC	6 LIFT EQUIPPED VEHICLES	M - F 7AM-9PM SAT & SUN ON REQUEST	PIONEER VALLEY REGION	AGENCY PROGRAM, MEDICAL, WORK, SCHOOL, RECREATION
YELLOW CAB OF WESTERN MASS, INC 519 WORTHINGTON ST SPRINGFIELD 732-4151	GENERAL PUBLIC	30 VEHICLES	M - SU 24 HOURS/DAY	PIONEER VALLEY REGION	N/A

PVTA
1365 Main Street
Springfield, MA 01103
732-6248